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DEPOSIT

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UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN



Owner's Manual

Managing Your I-PASS Account

You have plenty of other things to worry about, so we've made I-PASS account management as easy as possible through Automatic Replenishment and Online Account Management.

Automatic Account Replenishment

When you enroll in our Automatic Replenishment Program, you pre-authorize the Tollway to charge your debit or credit card account \$40 or more (in \$10 increments), each time your I-PASS account drops below \$10. As long as you update your account with new credit/debit card expiration dates and vehicle and license plate information, your account balance will be automatically updated.

Online Account Management

Access your account any time and any place, online or by phone!

Our Online Account Management service lets you access your I-PASS account through our website 24 hours a day, 7 days a week! Visit www.getipass.com to take advantage of these services:

- ◆ Update account information
- ◆ Sign up for Automatic Replenishment
- ◆ View monthly transactions

Need to know your account balance, but don't have access to a computer?

With our Interactive Voice Response system, you can call our toll-free number, **1-800-UC-IPASS (800-824-7277)**, to check your balance, add funds to your account, and update your account information. *Before calling or going online, please have the following information available:*

- ◆ Account or Transponder Number
- ◆ License Plate Number(s)
- ◆ Year and Make of Vehicle(s)
- ◆ Driver's License Number of Account Holder
- ◆ Credit/Debit Card Information
for *Automatic Replenishment*

Additional Payment Methods

Manual Replenishment

Although less convenient than Automatic Replenishment, you may manually replenish your account online, over the phone, through the mail or in person.

Pay by Phone

1-800-UC-IPASS

Payment Method: Credit/Debit Card

Pay Online

www.getipass.com

Pay by Mail

I-PASS

P.O. Box 557

Taylorville, IL 62568

*Payment Method: Check**

Pay in Person

Customer Care Center

Illinois Tollway Building

2700 Ogden Avenue

Downers Grove, Illinois 60515

Office Hours: M-F, 7 a.m. to 5 p.m.

Phones: M-F, 8 a.m. to 5 p.m.

630-241-6800 x4448

630-241-6898 TTY

Payment Method: Check, Credit/Debit Card and Cash*

**Please make checks payable to ISTHA*

Please include your account number on the check.



Avoid Violation Notices!

You run the risk of receiving a toll violation notice if you do not update your account information. If your account drops below \$0, you could be inconvenienced with a toll violation notice. While I-PASS users are not required to pay violation fines, you will be responsible for paying unpaid tolls.

Remember to update credit/debit card expiration dates and license plate numbers when they change.

To update your account, go online to www.getipass.com or call 1-800-UC-IPASS with the appropriate information.

Frequently Asked Questions

Do I have to come to a complete stop in automatic and manual toll lanes even though I have an I-PASS? Yes, you must come to a complete stop in any toll collection lane other than I-PASS Express and I-PASS Only lanes. If there is a stop sign, you must stop.

Will my I-PASS work if I have a special windshield?

If your vehicle is equipped with a metal oxide, heated or heat-reflected windshield, GPS, OnStar, solar ray glass or solar tint, it may prevent your I-PASS transponder from working properly. Customers with these windshields may have to obtain exterior tags. Please call 1-800-UC-IPASS (800-824-7277) or visit our website for more information.

What if I have gone through a toll plaza with no balance on my account? Immediately call

1-800-UC-IPASS (1-800-824-7277) to replenish your account. Then call the Tollway's Violation enforcement hotline at 1-877-715-1235 to make arrangements to pay unpaid tolls.

What if I get a violation notice?

If your transponder does not register and the license plate information on your account is inaccurate, you will be issued a violation notice. As an I-PASS user, you will not be required to pay the fine. To arrange payment for unpaid tolls, first update your account information then contact the Violation Enforcement Hotline at 1-877-715-1235.

Can I use my I-PASS on a second vehicle?

Yes, as long as the vehicle type is the same (e.g. Class 1, 2 axle passenger vehicle) and it is registered on your account. Go online or give us a call to add vehicles to your account.

Where can I get additional DualLock™ velcro strips?

1. Visit www.getipass.com
2. Stop by our Customer Care Center in Downers Grove
3. Call 1-800-UC-IPASS (1-800-824-7277)

Can I use I-PASS on a motorcycle? Yes.

Can I use my transponder if I occasionally pull a trailer?

Yes, but you must use the manual lane to pay for the additional toll owed for the trailer.

Important Contacts

Note your I-PASS transponder and/or account number here

[1-800-UC-IPASS \(1-800-824-7277\)](tel:1-800-UC-IPASS)

I-PASS Customer Service

[1-877-715-1235](tel:1-877-715-1235)

Violation Enforcement Hotline

[630-571-2616](tel:630-571-2616)

District 15/State Police

[*999 \(cell phone\)](tel:*999)

Report a disabled vehicle

[630-241-6800](tel:630-241-6800)

Illinois Tollway General Number

Auto Insurance Company

Auto Insurance Policy Number

Auto Insurance Agent

24-hour Towing

Thank you for joining
the  family!

Welcome to **I-PASS**

Thank you for choosing I-PASS! I-PASS is clearly the best way to travel the Illinois Tollway -- no more fumbling for change, no more waiting in line, no more stopping!

In this manual you will learn how to mount and use your transponder, how to manage your account, and other important I-PASS information.

Mounting Your Transponder

Step 1

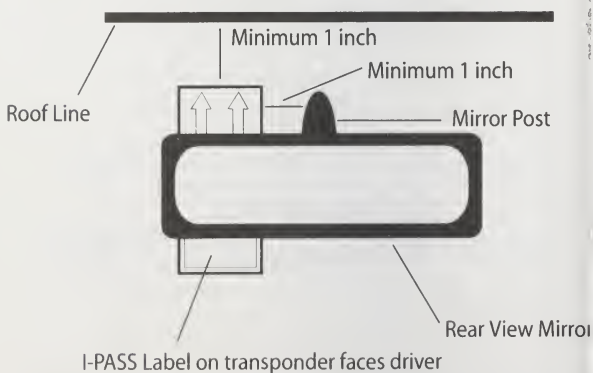
Ensure the inside of your windshield is clean, dry and warm.

Step 2

With the arrows of the transponder pointing towards the roof, align the transponder on the windshield behind the rearview mirror at least one (1) inch below the metal roofline and one inch to the right or left of the mirror post.

Step 3

Remove the plastic backing tape from the DuaLock™ strips and firmly press the transponder against the glass for 15 seconds.



How I-PASS Works

How does I-PASS work?

Approximately two blocks before the toll plaza, a radio antenna sends an electronic signal to your I-PASS transponder that triggers the electronic toll deduction from your account.

How do I know if my toll was deducted?

When you pass through an I-PASS Only, automatic or ramp lane, you should see a **blue light** at the end of the lane that signifies a working transponder. *There is no audible tone with the new transponders, so pay attention to the lights!*

What does the yellow light mean?

Blue & Yellow: Your account balance has dropped below \$10. *Please act immediately if you replenish your account manually.*

Yellow Only: Your account has no funds or your transponder has malfunctioned. *Check your account immediately to avoid receiving violations and fines.*

Where Can I use I-PASS?

You can use your I-PASS in every toll lane on the system. Almost 100 lanes are dedicated to I-PASS users only, including the 39 lanes added during 2003. In 2004, 69 more lanes will be converted to I-PASS Only lanes.

TYPES OF I-PASS ONLY LANES

CAR ONLY LANES

Dedicated lanes typically located on the far left as you approach a mainline toll plaza and require a **30 mph** speed limit.

EXPRESS LANES

Lanes located to the far left of the toll plaza. Wider lanes and barrier-free configurations permit travel by cars and trucks at **posted speed limits** (i.e. 55 mph.)

MIXED-USE LANES

Lanes for use by cars and trucks located between manual and automatic lanes. A **5 mph** speed limit is required.

RAMP LANES

Lanes for cars and trucks entering and exiting the Tollway. Please pay close attention to signage as **lane location and requirements vary** at each plaza.

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www.illinoistollway.com